TERMS OF SERVICE

DEFINITIONS

"Platform" refers to the website, mobile application, or any other digital interface operated by mujbites.com.
"Service" refers to the food ordering and delivery facilitation services provided by mujbites.com.
"User" refers to any individual or entity accessing or using the Platform, including customers, browsers, vendors, and merchants.
"Restaurant" refers to the food service providers listed on the Platform, offering food and beverages for purchase by Users.
"Order" refers to any request made by a User through the Platform to purchase food or beverages from a Restaurant.
"Commission" refers to the percentage fee retained by mujbites.com from the total payment made by the User for an Order.
"We", "Us", "Our" refer to mujbites.com, the operator of the Platform.
OVERVIEW

This website is operated by mujbites.com. Throughout the site, the terms "we", "us", and "our" refer to mujbites.com. mujbites.com offers this website, including all information, tools, and services available from this site to you, the user, conditioned upon your acceptance of all terms, conditions, policies, and notices stated here.

By visiting our site and/or placing an order through our platform, you engage in our "Service" and agree to be bound by the following terms and conditions ("Terms of Service", "Terms"), including those additional terms and conditions and policies referenced herein and/or available by hyperlink. These Terms of Service apply to all users of the site, including without limitation users who are browsers, vendors, customers, merchants, and/or contributors of content.

Please read these Terms of Service carefully before accessing or using our website. By accessing or using any part of the site, you agree to be bound by these Terms of Service. If you do not agree to all the terms and conditions of this agreement, then you may not access the website or use any of our Services. If these Terms of Service are considered an offer, acceptance is expressly limited to these Terms of Service.

Any new features or tools added to the current platform shall also be subject to these Terms of Service. You can review the most current version of the Terms of Service at any time on this page. We reserve the right to update, change, or replace any part of these Terms of Service by posting updates and/or changes to our website. It is your responsibility to check this page periodically for changes. Your continued use of or access to the website following the posting of any changes constitutes acceptance of those changes.

Our platform is designed to facilitate food delivery services by connecting users with local restaurants. However, mujbites.com does not own, prepare, or control any food or items sold by the restaurants listed on the platform. We only act as an intermediary to facilitate transactions between users and restaurants.

Note: mujbites.com is not associated with any universities, hostels, or other institutional establishments in any way.

SECTION 1 - ONLINE PLATFORM TERMS

By agreeing to these Terms of Service, you represent that you are at least the age of majority in your state or province of residence or that you have given us your consent to allow any of your minor dependents to use this site.

You may not use our platform for any illegal or unauthorized purpose, nor may you, in the use of the Service, violate any laws in your jurisdiction (including but not limited to copyright laws).

You must not transmit any worms, viruses, or any code of a destructive nature.

A breach or violation of any of the Terms will result in an immediate termination of your access to our Services.

SECTION 2 - GENERAL CONDITIONS

We reserve the right to refuse service to anyone for any reason at any time.

You understand that your content (not including credit card information) may be transferred unencrypted and involve (a)

transmissions over various networks and (b) changes to conform and adapt to technical requirements of connecting networks or devices. Credit card information is always encrypted during transfer over networks.

You agree not to reproduce, duplicate, copy, sell, resell, or exploit any portion of the Service, use of the Service, or access to the Service or any contact on the website through which the service is provided, without express written permission by us.

SECTION 3 - ROLE AND LIMITATION OF LIABILITY

mujbites.com serves as an intermediary platform to connect users with local restaurants for the purpose of ordering and delivering food. While we strive to ensure a seamless experience, the following limitations apply:

Restaurant Responsibility:

The restaurants listed on mujbites.com are solely responsible for the quality, safety, and preparation of the food and beverages they offer.
mujbites.com does not hold ownership or control over any items listed or sold by the restaurants.
Liability for Food:

mujbites.com is not responsible for any issues related to food quality, safety, allergies, or any adverse reactions arising from the consumption of food delivered through the platform. Customers are advised to check with the restaurant directly for details about ingredients, allergens, or other concerns.
Errors and Omissions:

While we strive for accuracy, there may be occasional errors in descriptions, pricing, or availability of menu items. We do not guarantee the completeness, accuracy, or timeliness of any restaurant-provided information.
Refunds and Disputes:

All refund or dispute requests related to the food and service must be directed to the respective restaurant. mujbites.com may assist in mediating the issue but does not guarantee resolution.
Commission Policy:

mujbites.com charges a commission of 10% on every order placed through the platform. This commission is deducted from the total payment made by customers and retained by mujbites.com before transferring the remaining amount to the respective restaurant.
SECTION 4 - MODIFICATIONS TO THE SERVICE AND PRICES

Prices for menu items listed on the platform are set by the restaurants and are subject to change without notice.

We reserve the right to modify, suspend, or discontinue the Service (or any part or content thereof) at any time without notice.

We shall not be liable to you or to any third party for any modification, price change, suspension, or discontinuance of the Service.

SECTION 5 - USER RESPONSIBILITIES

Account Information:

You agree to provide current, complete, and accurate purchase and account information for all transactions made on mujbites.com.
You are responsible for promptly updating your account and other information, including email addresses and payment details, to ensure successful order fulfillment.
Order Accuracy:

You are responsible for reviewing your order details before submission. Errors in order details may result in delays or incorrect deliveries, for which we will not be held liable.
SECTION 6 - THIRD-PARTY SERVICES

We may provide you with access to third-party tools or services (e.g., payment gateways, delivery partners) over which we neither monitor nor have control nor input.

You acknowledge and agree that we provide access to such tools "as is" and "as available" without any warranties, representations, or conditions of any kind. We shall have no liability whatsoever arising from or relating to your use of third-party tools.

SECTION 7 - PROHIBITED USES

You are prohibited from using the platform or its content:

For any unlawful purpose.
To solicit others to perform or participate in unlawful acts.
To infringe upon or violate intellectual property rights.
To submit false, misleading, or defamatory information.
To interfere with the security features of the platform.
Violation of these terms may result in immediate termination of access to the Service.

SECTION 8 - GOVERNING LAW

These Terms of Service and any separate agreements whereby we provide you Services shall be governed by and construed in accordance with the laws of India.

SECTION 9 - CHANGES TO TERMS OF SERVICE

We reserve the right to update, change, or replace any part of these Terms of Service at our sole discretion by posting updates on this page. It is your responsibility to check our website periodically for changes. Your continued use of the platform following any changes constitutes acceptance of those changes.

SECTION 10 - OBLIGATIONS

In addition to the general obligations outlined in the previous sections, users have the following specific obligations:

Provide accurate information: Users must provide accurate and up-to-date information when creating an account, placing orders, or interacting with the platform.
Comply with applicable laws: Users must comply with all applicable laws and regulations, including those related to food safety, privacy, and intellectual property.
Respect intellectual property: Users must not reproduce, distribute, modify, or create derivative works of any content or materials owned or licensed by mujbites.com or its partners.
Refrain from abusive behavior: Users must refrain from using abusive language, harassment, threats, or any other form of discriminatory or offensive behavior towards other users, restaurant staff, or delivery personnel.
Report suspicious activity: Users are encouraged to report any suspicious activity or potential security breaches to mujbites.com immediately.
SECTION 11 - RESTAURANT PARTNER'S OBLIGATIONS

Restaurant partners who list their services on mujbites.com have the following obligations:

Provide accurate information: Restaurant partners must provide accurate and up-to-date information about their menu, pricing, and operating hours.
Comply with applicable laws: Restaurant partners must comply with all applicable laws and regulations, including those related to food safety, hygiene, and licensing.
Maintain quality standards: Restaurant partners must maintain high standards of food quality, preparation, and presentation.
Process orders promptly: Restaurant partners must process orders promptly and accurately.
Communicate with customers: Restaurant partners must communicate with customers effectively regarding order status, estimated delivery times, and any other relevant information.
Resolve customer complaints: Restaurant partners must promptly address and resolve any customer complaints or concerns in a professional manner.
SECTION 12 - RESTAURANT PARTNER MENU AND PRICE LIST

Restaurant partners are responsible for providing mujbites.com with an accurate and up-to-date menu and price list. This information will be displayed on the platform to assist users in making informed decisions about their orders.

Any changes to the menu or prices must be communicated to mujbites.com in a timely manner so that the platform can be updated accordingly.

SECTION 13 - CONFIDENTIALITY AND CUSTOMER DATA

mujbites.com recognizes the importance of protecting user data. We have implemented appropriate security measures to safeguard user information and prevent unauthorized access or disclosure.

mujbites.com will not disclose any user data to third parties, except as required by law or with the user's explicit consent.

Restaurant partners are also obligated to maintain the confidentiality of user data received through mujbites.com. They are prohibited from using or disclosing any user information for unauthorized purposes.

SECTION 14 - TERM AND TERMINATION

These Terms of Service shall remain in effect until terminated by either party.

mujbites.com may terminate these Terms of Service at any time without notice for any reason, including violation of these terms, fraudulent activity, or inactivity.

Users may terminate their use of the platform at any time by closing their account and deleting their personal information.

Upon termination of these Terms of Service, all rights and licenses granted herein shall immediately cease.

SECTION 15 - DISCLAIMERS AND LIMITATION OF LIABILITY

mujbites.com provides the platform "as is" and "as available" without any warranties, representations, or conditions of any kind, either express or implied.

To the fullest extent permitted by law, mujbites.com disclaims all warranties, including but not limited to implied warranties of merchantability, fitness for a particular purpose, and non-infringement.

mujbites.com shall not be liable for any damages arising from the use or inability to use the platform, including but not limited to direct, indirect, incidental, special, or consequential damages.

In no event shall mujbites.com's total liability to you for any damages arising under these Terms of Service exceed the total amount paid by you for orders placed through the platform.

SECTION 16 - MISCELLANEOUS

These Terms of Service constitute the entire agreement between you and mujbites.com regarding your use of the platform.

If any provision of these Terms of Service is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

The failure of either party to enforce any right or provision under these Terms of Service shall not be construed as a waiver of such right or provision.

Any notices or communications under these Terms of Service shall be in writing and addressed to the designated contact information provided by the other party.

The prevailing party in any legal action or dispute arising under these Terms of Service shall be entitled to recover its attorneys' fees and costs.

These Terms of Service shall be governed by and construed in accordance with the laws of [Your Country/State], without giving effect to any principles of conflicts of law.

By using the mujbites.com platform, you acknowledge and agree to these Terms of Service.

For additional questions, please contact us at support@mujbites.com.